



Sophie Birou

+241 60 13 69 37   
sophiebirou@outlook.com

French
Fluent in English



EXPERIENCE

REFERENCES

Mr David Fernandez Fanego
General Manager Zuri
david.fernandez@barcelo.com

Mrs Janice Conolly
HR Manager Zuri
janice@juxtaposition.biz

Mrs Kristen Palagano
Vice President Human Resources at Marriott International
kristen.palagano@marriott.com

Mr Patrice Glogg (retired)
General Manager Courchevel
patriceglogg@gmail.com

General Manager

Real Estate & Management of the Presidential Palaces & Residences

From July 2019 – Libreville, Gabon

- 550 employees in total
9 Palaces: 350 employees; 3 Residences: 150 employees; compound of 5 Guest Villas: 50 employees
- Define, direct and coordinate operation for Housekeeping, F&B, Event, Maintenance
- Define and put in place Standards (HACCP, quality, SOP, manuals) for all operation departments
- Create Events (banqueting, summit, ...), coordinate and define needs from others departments (IT, Finance, Engineering)
- Lead administrative and finance duties: Human Resources, budgets (monthly operations budget = around 1 800 K euros, events: from 20 K to 400 K euros per event),
- Create Training program for all staff level
- Negotiate contracts
- Member of the Executive Committee

Hotel Manager

Zuri Zanzibar Hotel & Resort *****

August 2017 to June 2019 – Zanzibar, Tanzania

- 380 employees in total
- 56 bungalows, suites and villas
- Defined, directed and coordinated pre-opening plan for Rooms division, Housekeeping, F&B, Finance and HR departments
- Directed and coordinated the handover from construction team and subcontractors to the operational team
- Participated actively into the Sales & Marketing strategy
- Defined and put in place Standards (quality, SOP, manuals) for all operation departments
- Managed the day-to-day operation of the Hotel, from July 1st 2018 (opening date)
- Managed the property in the name of the GM when in vacancy along with the Executive committee

LANGUAGES

French: Mother tongue
English: Fluent

EDUCATION

Dec. 16, Bora Bora – FP
Six Sigma Green Belt
Certification

Sept. 14, Scottsdale – USA
Leading Starwood
Certification

1996-1997, Paris-France
Management & Finance

IT SKILLS

Opera, Fidelio, Micros POS
Symphony, Material Control.
Pack Windows office
Finance software (Sage V12)

Resort Manager

Le Meridien Bora Bora ***** at Marriott

June 2013 to June 2017 – Bora Bora, French Polynesia

- 180 employees in total - 100 bungalows and villas
- Led the team to maximize guest satisfaction and profitability: increase by 82% of 95%
- Managed the property in the name of the GM when in vacancy, along with the Executive committee
- Directed, coordinated and managed all operational tasks, budgets, and appliance of quality standards
- Ensured Brand compliance in regards with product, services, safety and security, images and all other requirements
- Conducted along with the corporate auditors to annual audits
- Monitored Employee Experience Index (StartVoice), analysed results and took all necessary actions to achieve hotel's set objectives
- Participated actively in different corporate programs such as Six Sigma, Starwood Cares, Manager on Duty
- Deal with Union representatives, especially on work environment matter

House Manager UHNWI

Ledunfly SA

November 2012 to January 2013 – Gstaad, Switzerland

- Audit: Human Resources management
- Audit: Administrative & Logistical management

Hotel Manager

Hotels Crystal & Pralong *****

March 2008 to August 2012 – Courchevel 1850, France

- Led all administrative and finance duties: budgets, HR, tax declarations, cost-control
- Directed all marketing and PR actions: creation of marketing materials, and organized different PR events

Resort Manager

Hotel Maitai Dream ***

May 2005 to March 2008 – Fakarava, French Polynesia

- Led all administrative and finance duties: cost control, decrease of 25% expenses
- Managed all purchasing and logistics planning and processes
- Supported the HR department: monitoring payroll, tax declaration
- Directed all marketing and PR actions: creation of Polynesian games for guests, with local people involved

Finance & Administrative Director

MCM Materiaux Construction Moderne

April 2004 to May 2005 – Tahiti, French Polynesia

- Led all administrative and financial duties
- Purchased, prices comparison, customs of raw materials from worldwide

Finance Manager

Tahiti Trading Group

June 2003 to March 2004 – Tahiti, French Polynesia

- 3 companies (1 fabric shop, 1 furniture shop, 1 customs) - 12 employees
- Administrative & Financial management
- Human Resources management

Financial Controller

Hotel Raiatea Pearl Resort ****

November 2001 to May 2003 – Raiatea, French Polynesia

- Monitored monthly budgets and reporting
- Established discounted cash flow statements and cost-control processes
- Held human resources: payroll monitoring and tax declaration statements

Accountant

Standard & Poor's

September 97 to October 01 – Paris, France

- Implemented all US GAAP norms for suppliers and customers' billing and control processes
- Established discounted cash flow reports and tax declarations statements